



Refund, Delivery & Cancellation Policy

Please read our Refund, Delivery, and Cancellation Policy carefully before purchasing or registering for any internet connection service provided by ADN Telecom Limited.

REFUND POLICY

Once a customer has made a payment for an internet connection, refunds will be processed in accordance with the following policy:

- Refunds will be processed within **7–10 working days** after the subscriber cancels the service and the refund request has been approved.
- Applicable **bank, Mobile Financial Service (MFS), or payment gateway charges** may be deducted from the refundable amount in accordance with the terms and conditions of the respective payment provider.
- If the installation has already been completed, the **installation fee** will be deducted from the refundable amount.
- Refunds will be issued through the **original payment method**, wherever possible and applicable.

DELIVERY POLICY

ADN Telecom Limited will provide internet connection services within **3 working days** from the date of successful registration and payment.

If there is any delay due to technical, operational, or coverage-related reasons, ADN Telecom Limited will notify the subscriber as soon as reasonably practicable.

CANCELLATION POLICY

A connection request may be cancelled under the following circumstances:

- The customer's location is outside the service coverage area of ADN Telecom Limited.
- Technical limitations at the customer's premises make service delivery infeasible.
- The customer requests cancellation before the installation and service activation are completed.

Note: If the service has already been installed and activated, any cancellation and refund request will be handled in accordance with the **Refund Policy** above.

ADN Telecom Limited reserves the right to verify refund requests before processing any refund. Refunds will only be issued after successful verification and approval.